

## EMERGENCY SERVICE DISPATCHER II

### NATURE OF WORK

This is responsible technical work receiving and dispatching emergency service calls on an assigned shift. This class is not intended to include those employees who respond to routine information inquiries from the general public. The critical requirement of this class is receiving calls for emergency service and dispatching emergency service units on a regular basis. This is a civilian position.

Work involves operating an emergency service console receiving and dispatching calls for police and sheriff units, fire companies, EMS (emergency medical systems) units, fire/rescue squads and other emergency services. Responsibilities include operating radio consoles, CAD (computer aided dispatch) terminals, EMD (emergency medical dispatch) systems, and related emergency communication equipment; receiving calls via the 911 emergency line; performing radio tests on communication equipment; maintaining logs and records of calls received and nature and disposition of each dispatch; maintaining CAD status monitor of units in and out of service; and transferring or referring calls to proper local, state and federal agencies. Work requires the prompt, efficient and accurate receiving, dispatching and processing of emergency service calls over the 911 and related seven-digit systems from the general public and other authorized personnel requiring emergency actions by the police, sheriff, fire, EMS units, fire/rescue squads and other emergency services. Provides on-line direction and assistance to lower level dispatchers; trains new employees. This class is distinguished from the Emergency Service Dispatcher I in that it requires a continuing responsibility for the direction of less experienced emergency service dispatchers. Although new or unusual problems may be referred to a superior for advice and assistance, work is ordinarily performed independently following established procedures. Supervision is received from an administrative superior with work being reviewed in the form of reports, conferences and effectiveness of services provided.

### EXAMPLES OF WORK PERFORMED

Receives calls via 911 emergency number and seven-digit phone lines; screens and transfers or refers callers to proper local, state and federal agencies; obtains information from caller regarding the emergency or non-emergency situation including fires, medical emergencies and service calls; dispatches appropriate fire/medical apparatus for the City of Lincoln and surrounding rural fire districts; enters required data into CAD (computer aided dispatch) terminal so as to track time, location and nature of each dispatch; maintains visual status monitor of fire/medical apparatus in accordance with established procedures to ensure proper fire coverage throughout the City; maintains radio contact with all city and county fire units; utilizes resources such as maps, reference files and policy manuals.

Receives calls for police and sheriff services; obtains information from callers regarding the emergency or non-emergency situation; dispatches appropriate police or sheriff unit(s) for the City of Lincoln Police or Lancaster County Sheriff Departments; maintains status monitor of police or sheriff units in and out of service; conducts radio checks according to established procedures to verify officer safety.

Trains new employees under the guidelines of the Emergency Communications Center training program.

Performs tests on communication equipment.

Maintains appropriate records and prepares reports as required.

Performs related work as required.

**DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS**

Considerable knowledge of the principles and practices of radio communications, as well as the proper procedures used in emergency service dispatching.

Considerable knowledge of the names and locations of principal streets and buildings in Lincoln, Nebraska, and surrounding villages in Lancaster County.

Considerable knowledge of the types, staffing requirements and uses of firefighting apparatus and police units.

Considerable knowledge of the operation of communication and emergency service equipment.

Ability to think and act quickly and calmly in emergency situations.

Ability to obtain accurate and complete information from callers who may be frantic and incoherent due to emergency conditions.

Ability to speak clearly and concisely in a well-modulated voice and to use good diction.

Ability to function accurately while working under considerable pressure.

Ability to understand and follow moderately complex oral and written instructions and procedures.

Ability to establish and maintain effective working relationships with public safety officials, co-workers and the general public.

Skill in the operation of a computer terminal.

Skill in the processing of calls on the EMD (emergency medical dispatch) system.

**DESIRABLE TRAINING AND EXPERIENCE**

Graduation from a senior high school or equivalent with considerable experience in the operation of communication and emergency service equipment utilized in dispatching public safety and medical emergency personnel.

**MINIMUM QUALIFICATIONS**

Graduation from a senior high school or equivalent with a minimum of two and one-half years experience as an Emergency Service Dispatcher I or similar type position; or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

Current Emergency Medical Dispatch certification through the National Academy of EMD if required by the position to which assigned.

Current CPR certification.

Approved by: \_\_\_\_\_  
Department Head Personnel Director

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